

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE			
2. AMENDMENT/MODIFICATION NO.		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)	
6. ISSUED BY CODE				7. ADMINISTERED BY (If other than Item 6) CODE			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)				(X)		9A. AMENDMENT OF SOLICIATION NO.	
						9B. DATED (SEE ITEM 11)	
						10A. MODIFICATION OF CONTRACT/ORDER NO.	
CODE		FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
(a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;
or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE
PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment
your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this
amendment, and is received prior to the opening hour and date specified.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		(Signature of Contracting Officer)	

Solicitation #: ED-NAG-09-R-0006

World Wide Web Services

Responses to Questions

June 19, 2009

1. We understand that this solicitation is a small-business set-aside applicable to NAICS code 519130 with a size standard of 500 employees. This is the only small business set-aside requirement, correct?

Answer: Yes.

2. The current site is more archival in nature than dynamic. How interactive are you seeking for the site to be?

Answer: At the time being, the site is not planned to be interactive, but may be a future requirement. Offerors may propose separate options for Board consideration, including projected costs, separately budgeted, if desired by offerors, for the Board's future consideration.

3. Is NAGB interested in having the site enable interaction between board members? Do you want to establish and cultivate a network of professionals?

Answer: See response to Question 2.

4. Is NAGB expecting 24/7 support? Or does your request for quick turnaround refer to only the hours of 8a-6p?

Answer: Support is required during an 8-hour workday, not 24/7 support.

5. Is any of the work performed by the incumbent performed on-site? If so, please explain.

Answer: No.

6. The background section of the SOW states that the NAEP is a congressionally authorized project within the U.S. Department of Education, administered by the NCES under direction of the National Assessment Governing Board (NAGB). Is NAGB considered a government entity, and/or is the NAGB website and supporting infrastructure subject to federal FISMA compliance, or oversight by a government agency?

Answer: NAGB is an independent, bipartisan board, but it is subject to federal rules and standards, including Section 508 compliance.

7. Will NAGB consider proposals in which some or all portions of the necessary hosting infrastructure (hardware, software, and Internet bandwidth) is outsourced to a trusted 3rd party provider other than the offeror?

Answer: Offerors are free to propose hosting options, and are encouraged to provide benefits of outsourcing, if proposed. Contracts executed with subcontractors have to adhere to the same requirements as the in the prime contract. See also the Statement of Work for subcontracting guidelines.

8. What type of report creation and report monitoring tools are being used currently?

Answer: Offerors may propose reporting tools that will result in effective products. Information on the current reporting tools is not necessary for submission of offers.

9. Google Search Appliance's version used currently is not the latest version. Is there any desire to upgrade to the latest software version or would you rather keep the old version during the transition phase?

Answer: Upgrading the technology may be proposed, the Governing Board will weigh the costs and benefits of the upgrade, and take into account the proposed transition time proposed by offerors prior to implementing search technologies for the site.

10. Are there any issues with the contractor not owning the hosting facility and just owning the server rack space (collocation)?

Answer: No.

11. Under key personnel, it states "the following key personnel are considered to be essential to the work being performed:" the section is blank. Could you please verify if there are key personnel and if so who?

Answer: Offerors will propose staff they consider key personnel. After review of proposed key staff, at contract award, key staff will be named in the contract.

12. Please verify how many copies are required. The solicitation offer and award page states that an original and 10 copies while Section L- General Instructions, says an original and 8 copies of the technical proposal and an original and four copies of the business proposal.

Answer: An original and eight copies of the technical proposal, as well as an original and four copies of the business proposal are requested.

13. Can the contracting office please clarify the requirement for "Off-site storage of all backups"? What is the current process for off-site storage?

Answer: A secure location for all web site components is necessary, in the event of web site failure. Offerors may propose back up sites and procedures, as they wish, to achieve business continuity.

14. Statement of Work: Section 5.2, Paragraph 1 states - "It will be necessary for the contractor to provide all hardware and software to support the current infrastructure of the Board web site." Please clarify if the contract requires that the selected vendor owns the Web Hosting Infrastructure, or can use a third party.

Answer: Offerors do not have to own the hosting infrastructure and are free to propose hosting methods in their proposals.

15. On page 10 of the Statement of Work, would the government please clarify what they mean by "direction" in this statement, "The contractor will receive direction from the COR on the content to be posted and a proposal timeline."

Answer: The COR will convey to the contractor all web content and a desired timeline for posting materials on the site, as well as provide guidance on work requests.

16. On page 12 of the Statement of Work it reads, "At the direction of the COR, the contractor will post new web content or provide updates to existing content, as needed." Does the new web content require writing and/or editorial, and if so, how much is anticipated?

Answer: The new content does not typically require writing on the offeror's part, but the offeror may be asked to review the content for formatting and placement on the site.

17. Once a website audit is completed and recommendations are presented, what is the anticipated next step? Is the government planning to redesign the site? If so, will the selected vendor do the redesign?

Answer: The Governing Board will review all proposed redesign recommendations and provide guidance to the successful contractor on next steps, as needed by the Board, and after contract award.

18. Please confirm that the servers will not be transitioned?

Answer: Servers will not be transitioned.

19. Please confirm that the Google Hardware, Software, and Licenses will not be transitioned?

Answer: Google Mini was purchased with Governing Board funds so the hardware, software and license will be transitioned.

20. What features of the site are supported by the Microsoft SQL Server Database?

Answer: None; the site does not have a database.

21. As an alternative to Dual Processors, can we use dual-core based on current technology?

Answer: Based on the requirements outlined in the SOW, the contractor may propose improved options such as dual-core processors.

22. Can we meet the requirements using a production server being one physical box while development and other functions all reside on another box using Virtual Machines?

Answer: Based on the requirements outlined in the SOW, the contractor may propose optimized solutions.

23. If we can meet 97% uptime using a major carrier, is redundant internet connectivity required?

Answer: Based on the requirements outlined in the SOW, the contractor may propose solutions that meet the Governing Board needs.

24. Will any portion of the necessary hosting or data processing infrastructure currently in operation (specifically hardware and software) be provided by NAGB?

Answer: NAGB will provide the Google Mini hardware, all other hardware and software will be provided by the contractor.

25. Please describe how NAGB is currently utilizing multiple Google search appliances, and whether or not these appliances are to be provided by the NAGB.

Answer: Google Mini search is used for indexing and searching the website and will be provided to the contractor.

26. Please estimate the total number of web pages on the NAGB web site, and the approximate total size of all web content that will be hosted (MB/GB).

Answer: The web content is approximately 800 MB with approximately 6,000 pages.

27. Please describe the nature of any dynamic web applications in use on the NAGB website, and what middleware and/or languages are required to host and maintain these applications.

Answer: The site does not have any dynamic content; dynamic web applications are not currently required.

28. Please describe any proprietary applications in use on the NAGB website and whether these proprietary applications are owned by the NAGB or will be provided by the NAGB to the successful offeror.

Answer: Only the Google Mini application will be transitioned to the contractor.

29. How many content contributors provide content for the website?

Answer: There are numerous contributors for the web content, provided by a variety of authors, but through NAGB as the sole conduit of content.

30. What is the current content approval process?

Answer: New content sent to the contractor is approved by the Governing Board prior to submitting it to the contractor.

31. Is there currently a disaster recovery plan or a business continuity plan? If so, could those be provided? If not, are there specific requirements regarding disaster recovery or business continuity?

Answer: Based on the requirements outlined in the SOW, the contractor will need to determine the disaster recovery needs and propose solutions for the web site.

32. Is there a current content management system used to maintain the NAGB website currently?

Answer: We are not currently using a content management system to maintain the website.

33. In Section 4.3, does NAGB own the software licensing/hardware for SQL Server, Google Search Appliance, and Google Mini?

Answer: NAGB owns the Google Mini search appliance.

34. What resources (actual roles) can be expected from the incumbent during the transition period and for what duration?

Answer: The Statement of Work provides all requirements.

35. Besides Search, are there any web site applications (e.g. user forms, FLASH, login, user accounts/site registration, newsletters, emails, .NET/ASP, etc.) that are expected to be migrated? If so, please identify them and list the technology and versions used to implement.

Answer: FLASH

36. How is the web site coded? HTML? XML & XSD?

Answer: FLASH and HTML

37. How is the Google mini and Google Search being used?

Answer: Google Mini search is used to provide indexing capabilities.

38. On average, how often are changes required for how many pages per month?

Answer: Changes and new postings are typically made biweekly or monthly.

39. Page 18 of Attachment A, paragraph 9.2, asks to identify staff for each labor category. If the offeror does not have specific personnel for some of the labor categories, can the rate be based on the salary survey information?

Answer: Labor categories you propose would be based on what you would be currently paying or what you would pay for those types of employees. The type/definition of labor categories you submit would be based on what you propose as the categories listed in the solicitation are for guidance only, as stated in the Statement of Work.

40. Page 18 of Attachment A, paragraph 9.2 asks the offeror to provide cost detail for both fixed price and T&M tasks. What kind of cost detail does the government require? Does the offeror need to show breakdown of fringe, OH, G&A and fee or just labor category, rate and hours for each task?

Answer: Offerors will need to provide loaded labor category rates and hours by each task, as specified in the Statement of Work. As to how the rate calculations are derived, please utilize your firm's practices, based on cost accounting

standards that your firm adheres to, and in accordance with the solicitation clauses, and the offeror's representations and certifications that you will complete for your business proposal submission.

41. The government provided pricing schedule (Appendix G) for the labor rates for the contract but didn't specify the format that has to be used for pricing task orders. Will the government provide pricing spreadsheets for pricing tasks or can the offeror use its own format?

Answer: Offerors may utilize their own format for submission of the pricing schedule.

42. Page 18 of Attachment A, paragraph 9.2 asks to provide estimated budgets for Task 5.1-5.5. Can the government clarify the term "estimated budget" and if it is to represent the total fixed price for the task?

Answer: The proposed budgets for the tasks are estimated costs to carry out the work. Please submit the budgets in accordance with the instructions in Appendix E of the Statement of Work.

43. Page 18 of Attachment A, paragraph 9.2 states: "Please note that Tasks 5.1 and 5.2 are designated as fixed price tasks, and tasks 5.3, 5.4, 5.5 and 5.6 are fixed price tasks and should be budgeted accordingly." Can the government please clarify which tasks are FFP and which ones are T&M?

Answer: This information is in the Statement of Work, designated after the task title.

44. Appendix E, Paragraph 5 asks the offeror to provide a copy of the Indirect Cost Rate Agreement. If it is not available, the offeror must provide a justification of its indirect costs. Since this is FFP/T&M contracts, will the government be willing to drop this requirement?

Answer: If an Indirect Cost Rate Agreement is not available, please explain the rate calculations in proposed costs for each task.